Dirgesh Patel

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*Dirgesh Patel comes with over 15 years of experience in information technology, where he is a proven business leader of international organizations. Dirgesh is a hands-on leader who focuses on client satisfaction while empowering employees to reach their goals. Throughout his career, Dirgesh has held various positions from management to leadership roles, partnering with subject matter experts and technical leaders to rapidly prototype and vet high performing business applications. An IT consulting professional successfully implementing technical program and project management, including business requirements gathering, process modeling and business transformation.*

*Prior to arriving at Unify, he was at Ksquare and NTT Data Services, he held key positions building-out and guiding a global Salesforce.com practice and managing a growing portfolio. Building out a practice and working closely with the team is truly a passion of his as he creates value added initiatives for clients.*

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| **Demonstrated strengths in:** |  | |
| Strategic Business, Market & Sales Planning | Project Management | Agile Methodology |
| Product Introduction & Life Cycle Management | Business Case Development | Technology Strategy |

# PROFESSIONAL EXPERIENCE

**Lead Solution Architect - Unify Consulting [Client: T-Mobile] 06/2020 – 03/2021**

Unify Consulting based out of Seattle, WA is a magnet firm focusing on Services, Consulting and Staff augmentation. Key partnerships with Microsoft, Salesforce.com, MuleSoft, ServiceNow and Veeva Systems, Unify has over 560 consultants nation-wide to help provide end to end project and staff Aug. solutions.

* CPQ [Apttus] Implementation of Quote to Order process.
* Product pricing and modeling implementation and integration with SAP
* Solution and Architected Security Setup and SSO processes across multiple systems using OKTA
* Architect Service Cloud and Marketing cloud integration with CTI and Call Routing tool [Avaya]
* Business process overview and design for development sprint cycles
* Integration setup using BOOMI with SAP

**Chief Executive Officer - Ksquare Inc. 08/2018 – 01/2020** Ksquare Inc. based out of Irving, TX focuses on Digital Transformation, Salesforce.com and Consulting services to SMB and Enterprise clients. Global presences in Dominic Republic, Mexico and India with over 200 employees.

* Architecting SFDC SALES, SERVICE and MARKETING implementation for Fortune 1000 Client
* End to end Global roll-out of 1,200 users on Service Cloud
* Acquisition of Great Wave, a Salesforce organization allowing Ksquare to strengthen niche skillset and promoting overseas talent.
* Continued growth with innovative sales and marketing strategy

# Vice President CRM / HCM Portfolio - NTT Data 03/2017 – 08/2018

NTT Data ($16b) owned by NTT Group ($160b) based out of Japan with IT Managed Services Portfolio focused on the Cloud Services including SaaS, PaaS, and IaaS.

* P&L Responsibilities including growth targets, GTM Strategy, Lifecycle Sales to Delivery methodology
* Analyst alignment for Portfolio visibility including Gartner, Forrester, HFS and IDC
* Takeover additional P&L from Dell Services Acquisition [$60MM]
* Global Portfolio Revenue target growth of 8%, Profit growth of 9%
* Cross Selling with SAP, SFDC and Oracle to increase visibility and Channel partner lead gen
* Creating and executing Sales Performance metrics

# Vice President Global Cloud Delivery - NTT Data 2016 – 3/2017

* Owning P&L responsibilities for Cloud Services focusing on Infrastructure, SaaS Practice covering Global presence including Delivery in India, Costa Rica, Canada and North America.
* Managed to grow key accounts YoY Revenue by 65%
* 80% utilization of over 600 resources world-wide
* Managed SaaS and IaaS delivery centers with Cost/Profit responsibilities
* Client Management and Delivery oversight on Global NTT Accounts

# Senior Director - NTT Data 2012 – 2016

Responsibilities include running Sales Pipeline globally, growing India Practice from 100 to 1,200 in 12 Months and increasing revenue to meet industry standards by 10x magnitude.

*Key Achievements*

* Fastest growing Practice in NTT Group with 768% YoY Revenue
* Facilitating high Gross Margin while keeping Operating Margin to less than 8%
* 80% utilization ratio with 7 month pipeline for forecasting
* Managing to grow team size from 45 to 165 in USA
* Creating Strategic goals for next 5yrs along with Practice Plan and Org Wide structure for aggressive growth.

# Global Client Manager Honeywell - Wipro Limited 2011 – 2012

An international company and based in Bangalore, India. Responsible for handling 360 degree relationship with client managing portfolio size of $16million and growing. Handling Fortune 500 client with relationship management and increasing market share along with portfolio revenues.

Organize meetings with clients and perform sales presentations that provide clients with information about Wipro Limited. Follow up with owners to answer questions and resolve concerns. Entertain owners by hosting dinners and performing sales presentations. Generate referrals and build personal relationships with each client and close sales by signing contracts.

*Key Achievements*

* Frequently earn recognition for top sales performance
* Rapidly advanced through positions and promoted to Global Client Manager
* Closed 60% - 70% of all deals
* Focused on Client relationship and building pipeline for YoY growth of 53%
* Highest deal for RFP: $128m

# Delivery Manager - Wipro Limited 2009 – 2011

Responsible for building out Salesforce.com Practice and assisting in creating an offshore development team to handle mass requests of Salesforce.com projects. Building a bridge between Wipro and Salesforce.com to allow for Platinum Partnership to be achieved.

*Key Achievements*

* Excellent delivery on top client projects of over $1 million
* Creating relationship with Salesforce.com to allow for revenues to double within Wipro
* Initiated a strategy that involved offshore team to be utilized 80% and increase efficiency
* Integrated Sales and Delivery to allow for quicker Sales process and decrease delivery failures to avoid escalations.

# Managing Partner - Dirgesh Patel Group 2007 – 2009

Responsible for running my own firm with the assistance of offshore delivery team. Ability to work with Salesforce.com and initiate leads to convert into multi – million dollar deals.

*Key Achievements*

* Managed to increase revenues by YoY growth of 64%
* Handled all delivery aspect of the company and increased growth by head count and revenue
* Successfully partnered with various Salesforce.com firms to broaden client base
* Organized and styled advertising for successful marketing efforts

# Chief Technology Officer - US Health Benefits Group 2006 – 2007

Held accountability for all technology initiatives in North America for this health insurance company generating $35 million in annual revenues. Developed both long-range and short-range technology plans, formulated sales strategies with a dual focus on increasing efficiency and margin, adjusted benefits policy to guarantee competitive yet profitable pricing, and collaborated with operations to ensure a cohesive communications approach within the marketplace.

*Key Achievements*

* Implemented Salesforce.com to allow for growth in Sales
* Handled negotiations with vendors to allow for speedy lead time and Customer Support
* Created cost-cutting initiatives to allow for technology to replace manual labor and contribute towards growth in company
* Co-chaired an R&D effort that led to the introduction of 3 new insurance types, leading to increase in customer satisfaction rating and total market share.

# EDUCATION

Portland State University, Portland, Oregon

* Computer Science

National Board Member – INROADS Non-Profit